

COMPLIANCE WORKING RECORD

SupportFlow customer assistant: Article 50 implementation evidence

European Union. Rule pack eu-article-50-2026-08-02.1. Assessment dated 5 August 2026.

Document control

Field	Value
Organisation	Northbridge Digital Services Ltd
Document type	Article 50 implementation evidence review
Document reference	northbridge-digital-services-ltd-supportflow-customer-assistant-article-
Jurisdiction	European Union
Version	1.0
Status	Open actions remain
Classification	Internal governance record
Prepared by	AI governance lead
Prepared on	5 August 2026
Rule pack	eu-article-50-2026-08-02.1
Sources reviewed	2 August 2026
Generated	7 August 2026

Sample notice

Fictional sample for inspection only. Replace every organisation, system, scope, evidence, owner, decision and review detail before operational use.

Assessment record

Field	Value
Organisation	Northbridge Digital Services Ltd
Implementation	SupportFlow customer assistant

Field	Value
Recorded role	both
Accountable owner	AI governance lead
Assessment date	5 August 2026
Next review	5 November 2026
Synthetic-system timing	Placed on the market on or after 2 August 2026

Route positions

These are user-recorded scope and exception positions. The tool has not verified them.

Route	Responsible role	Position	Recorded basis
Direct interaction with people	Provider	applies	The SupportFlow assistant responds directly to customers in the authenticated help centre. Scope assessment AIG-TR-026 records the provider route.
Synthetic audio, image, video or text	Provider	applies	The assistant produces customer-facing text and downloadable summaries. Technical assessment AIG-TR-031 records the generated-content route.
Emotion recognition or biometric categorisation	Deployer	does not apply	System inventory AIS-004 confirms that no emotion-recognition or biometric-categorisation function is enabled.
Deepfake content	Deployer	does not apply	Content inventory CTI-018 confirms that the workflow does not generate or manipulate image, audio or video content.
Public-interest text	Deployer	does not apply	Publication assessment PUB-011 confirms that outputs are private customer-support messages rather than public-interest publications.

Review status

Field	Value
Status	Actions required before approval
Unresolved scope decisions	0
Unresolved evidence actions	1
Unresolved review actions	0
Evidence identified	5
Missing	1
Uncertain	0
Not applicable	9
Not assessable	0

Direct interaction with people: AI interaction disclosure

Article 50(1). Natural persons are informed that they are interacting with an AI system.

Result: Evidence identified. Implementation was confirmed and the organisation identified a specific evidence reference.

Evidence reference: UX-TR-014, release 3.8 first-screen disclosure capture. Evidence type: Approved interface capture.

Control owner: Product operations lead. Last checked: 2026-08-03.

Follow-up action: Retest after any material conversation-entry change..

Direct interaction with people: Disclosure from the first interaction

Article 50(1) and 50(5). The information is provided from the start of the first direct interaction.

Result: Evidence identified. Implementation was confirmed and the organisation identified a specific evidence reference.

Evidence reference: QA-TR-022, first-interaction journey test. Evidence type: Dated journey test.

Control owner: Quality assurance lead. Last checked: 2026-08-03.

Follow-up action: Repeat as part of each production release regression..

Direct interaction with people: Clear and accessible presentation

Article 50(5). The disclosure is clear, distinguishable and meets applicable accessibility requirements.

Result: Evidence identified. Implementation was confirmed and the organisation identified a specific evidence reference.

Evidence reference: A11Y-TR-009, disclosure accessibility review. Evidence type: Accessibility review record.

Control owner: Accessibility lead. Last checked: 2026-08-02.

Follow-up action: Close the open plain-language user test before the next review..

Synthetic audio, image, video or text: Machine-readable marking

Article 50(2). In-scope synthetic outputs are marked in a machine-readable format as artificially generated or manipulated.

Result: Evidence identified. Implementation was confirmed and the organisation identified a specific evidence reference.

Evidence reference: META-TR-006, sample output metadata record. Evidence type: Metadata inspection.

Control owner: Platform engineering lead. Last checked: 2026-08-04.

Follow-up action: Confirm interoperability against the final technical standard adopted for release..

Synthetic audio, image, video or text: Detection is enabled

Article 50(2). The technical solution enables the output to be detected as artificially generated or manipulated.

Result: Evidence identified. Implementation was confirmed and the organisation identified a specific evidence reference.

Evidence reference: DET-TR-003, detector test plan and baseline results. Evidence type: Technical test record.

Control owner: Machine learning assurance lead. Last checked: 2026-08-04.

Follow-up action: Complete the independent test set and record false-negative results..

Synthetic audio, image, video or text: Technical solution quality

Article 50(2). Effectiveness, interoperability, robustness and reliability are assessed as far as technically feasible, taking account of the required factors.

Result: Missing. The organisation answered no. No implementation evidence was identified for this requirement.

Evidence reference: Not supplied. Evidence type: Not supplied.

Control owner: Machine learning assurance lead. Last checked: Not supplied.

Follow-up action: Complete and approve the effectiveness, interoperability, robustness and reliability assessment..

Emotion recognition or biometric categorisation: Operation notice

Article 50(3). People exposed to the emotion recognition or biometric categorisation system are informed of its operation.

Result: Not applicable. The organisation recorded this route as not applicable. Recorded basis: System inventory AIS-004 confirms that no emotion-recognition or biometric-categorisation function is enabled.

Evidence reference: Not supplied. Evidence type: Not supplied.

Control owner: Not supplied. Last checked: Not supplied.

Follow-up action: None recorded.

Emotion recognition or biometric categorisation: Notice by first exposure

Article 50(3) and 50(5). The information is provided at the latest at the time of first exposure.

Result: Not applicable. The organisation recorded this route as not applicable. Recorded basis: System inventory AIS-004 confirms that no emotion-recognition or biometric-categorisation function is enabled.

Evidence reference: Not supplied. Evidence type: Not supplied.

Control owner: Not supplied. Last checked: Not supplied.

Follow-up action: None recorded.

Emotion recognition or biometric categorisation: Clear and accessible presentation

Article 50(5). The disclosure is clear, distinguishable and meets applicable accessibility requirements.

Result: Not applicable. The organisation recorded this route as not applicable. Recorded basis: System inventory AIS-004 confirms that no emotion-recognition or biometric-categorisation function is enabled.

Evidence reference: Not supplied. Evidence type: Not supplied.

Control owner: Not supplied. Last checked: Not supplied.

Follow-up action: None recorded.

Deepfake content: Deepfake disclosure

Article 50(4). Qualifying artificially generated or manipulated image, audio or video is disclosed as a deepfake.

Result: Not applicable. The organisation recorded this route as not applicable. Recorded basis: Content inventory CTI-018 confirms that the workflow does not generate or manipulate image, audio or video content.

Evidence reference: Not supplied. Evidence type: Not supplied.

Control owner: Not supplied. Last checked: Not supplied.

Follow-up action: None recorded.

Deepfake content: Disclosure by first exposure

Article 50(4) and 50(5). The disclosure is made at the latest at the time of first exposure.

Result: Not applicable. The organisation recorded this route as not applicable. Recorded basis: Content inventory CTI-018 confirms that the workflow does not generate or manipulate image, audio or video content.

Evidence reference: Not supplied. Evidence type: Not supplied.

Control owner: Not supplied. Last checked: Not supplied.

Follow-up action: None recorded.

Deepfake content: Appropriate presentation

Article 50(4) and 50(5). The disclosure is clear and distinguishable, or uses an appropriate manner that does not hamper display or enjoyment where that adjusted route is relied on.

Result: Not applicable. The organisation recorded this route as not applicable. Recorded basis: Content inventory CTI-018 confirms that the workflow does not generate or manipulate image, audio or video content.

Evidence reference: Not supplied. Evidence type: Not supplied.

Control owner: Not supplied. Last checked: Not supplied.

Follow-up action: None recorded.

Public-interest text: Public-interest text disclosure

Article 50(4). Qualifying AI-generated or manipulated text published to inform the public on matters of public interest is disclosed as such.

Result: Not applicable. The organisation recorded this route as not applicable. Recorded basis: Publication assessment PUB-011 confirms that outputs are private customer-support messages rather than public-interest publications.

Evidence reference: Not supplied. Evidence type: Not supplied.

Control owner: Not supplied. Last checked: Not supplied.

Follow-up action: None recorded.

Public-interest text: Disclosure by first exposure

Article 50(4) and 50(5). The disclosure is made at the latest at the time of first exposure.

Result: Not applicable. The organisation recorded this route as not applicable. Recorded basis: Publication assessment PUB-011 confirms that outputs are private customer-support messages rather than public-interest publications.

Evidence reference: Not supplied. Evidence type: Not supplied.

Control owner: Not supplied. Last checked: Not supplied.

Follow-up action: None recorded.

Public-interest text: Clear and accessible presentation

Article 50(5). The disclosure is clear, distinguishable and meets applicable accessibility requirements.

Result: Not applicable. The organisation recorded this route as not applicable. Recorded basis: Publication assessment PUB-011 confirms that outputs are private customer-support messages rather than public-interest publications.

Evidence reference: Not supplied. Evidence type: Not supplied.

Control owner: Not supplied. Last checked: Not supplied.

Follow-up action: None recorded.

Unresolved gaps

- Technical solution quality: Complete and approve the effectiveness, interoperability, robustness and reliability assessment.

Decision boundary

- Article 50 applies from 2 August 2026. The limited transition to 2 December 2026 concerns Article 50(2) for certain systems placed on the market before 2 August 2026.

- No limited Article 50(2) transition has been assumed by the tool.

- The tool does not determine whether content is a deepfake, concerns a matter of public interest, is obvious as AI, or falls within an exception.

- Code of Practice adherence may support a compliance demonstration for Articles 50(2), (4) and (5), but it is not conclusive evidence of compliance.

- Evidence identified means a specific record, owner and check date were entered. It is not a legal adequacy finding or certification.

Official sources

Source	Provision	Date	Link
EUR-Lex: Regulation (EU) 2024/1689 laying down harmonised rules on artificial intelligence	Article 50	2 August 2026	https://eur-lex.europa.eu/eli/reg/2024/1689/oj/eng
European Commission: Guidelines on transparency obligations for providers and deployers of AI systems	Article 50 guidance	2 August 2026	https://digital-strategy.ec.europa.eu/en/library/guidelines-transparency-obligations-providers-and-deployers-ai-systems
EUR-Lex: Regulation (EU) 2026/1744 amending Regulation (EU) 2024/1689	Article 113(4)	2 August 2026	https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=CELEX%3A32026R1744
European Commission: Transparency obligations under Article 50 of the AI Act	Article 50 questions and answers	2 August 2026	https://digital-strategy.ec.europa.eu/en/faqs/transparency-obligations-under-article-50-ai-act
European Commission: Commission Opinion on the Code of Practice on Transparency of AI-generated content	Articles 50(2), 50(4) and 50(5)	2 August 2026	https://digital-strategy.ec.europa.eu/en/library/commission-opinion-assessment-code-practice-transparency-ai-generated-content